

## Section 1 - Ordering

## O-1 Acknowledgement Message Timeliness

### Definition

This measurement provides the response interval from the time an LSR or transmission (may contain multiple LSRs from one or more CLECs in multiple states) is electronically submitted via EDI or TAG respectively until an acknowledgement notice is sent by the system.

### Exclusions

- Scheduled OSS Maintenance

### Business Rules

The process includes EDI & TAG system functional acknowledgements for all messages/Local Service Requests (LSRs) which are electronically submitted by the CLEC. Users of EDI may package many LSRs into one transmission which will receive the acknowledgement message. EDI users may place multiple LSRs in one "envelope" requesting service in one or more states which will mask the identity of the state and CLEC. The start time is the receipt time of the message at BellSouth's side of the interface (gateway). The end time is when the acknowledgement is transmitted by BellSouth at BellSouth's side of the interface (gateway). If more than one CLEC uses the same ordering center (aggregator), an Acknowledgement Message will be returned to the "Aggregator". However, BellSouth will not be able to determine which specific CLEC or state this message represented.

### Calculation

**Response Interval** = (a - b)

- a = Date and Time Acknowledgement Notices returned to CLEC
- b = Date and Time messages/LSRs electronically submitted by the CLEC via EDI or TAG respectively

**Average Response Interval** = (c ÷ d)

- c = Sum of all Response Intervals for returned acknowledgements
- d = Total number of electronically submitted messages/LSRs received, from CLECs via EDI or TAG respectively, for which Acknowledgement Notices were returned in the Reporting Period

### Reporting Structure

- CLEC Aggregate
- CLEC Specific/Aggregator
- Geographic Scope  
Region
- Electronically Submitted LSRs

0 - ≤ 10 minutes

>10 - ≤ 20 minutes

>20 - ≤ 30 minutes

0 - ≤ 30 minutes

>30 - ≤ 45 minutes

>45 - ≤ 60 minutes

>60 - ≤ 120 minutes

>120 minutes

- Average interval for electronically submitted messages/LSRs in minutes

## Data Retained

| Relating to CLEC Experience   | Relating to BellSouth Performance                                |
|---|--|
| <ul style="list-style-type: none"> <li>Report Month</li> <li>Record of Functional Acknowledgements</li> </ul> | <ul style="list-style-type: none"> <li>Not Applicable</li> </ul> |

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation                           | SQM Analog/Benchmark   |
|---|--|
| <ul style="list-style-type: none"> <li>EDI</li> </ul> | <ul style="list-style-type: none"> <li>EDI <ul style="list-style-type: none"> <li>- 95% within 30 minutes</li> </ul> </li> </ul> |
| <ul style="list-style-type: none"> <li>TAG</li> </ul> | <ul style="list-style-type: none"> <li>TAG – 95% within 30 minutes</li> </ul>  |

## SEEM Measure

| SEEM Measure |          |   |
|--------------|----------|---|
| Yes          | Tier I   | X |
|              | Tier II  | X |
|              | Tier III |   |

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation                                   | SEEM Analog/Benchmark  |
|---|--|
| <ul style="list-style-type: none"> <li>EDI</li> </ul> | <ul style="list-style-type: none"> <li>EDI <ul style="list-style-type: none"> <li>- 95% within 30 minutes</li> </ul> </li> </ul> |
| <ul style="list-style-type: none"> <li>TAG</li> </ul> | <ul style="list-style-type: none"> <li>TAG – 95% within 30 minutes</li> </ul>  |

## O-2: Acknowledgement Message Completeness

### Definition

This measurement provides the percent of transmissions/LSRs received via EDI or TAG respectively, which are acknowledged electronically.

### Exclusions

- Manually submitted LSRs
- Scheduled OSS Maintenance

### Business Rules

EDI and TAG send Functional Acknowledgements for all transmissions/LSRs, which are electronically submitted by a CLEC. Users of EDI may package many LSRs from multiple states in one transmission. If more than one CLEC uses the same ordering center, an Acknowledgement Message will be returned to the "Aggregator", however, BellSouth will not be able to determine which specific CLEC this message represented. The Acknowledgement Message is returned prior to the determination of whether the transmission/LSR will be partially mechanized or fully mechanized.

### Calculation

**Acknowledgement Completeness** =  $(a \div b) \times 100$

- a = Total number of Functional Acknowledgements returned in the reporting period for transmissions/LSRs electronically submitted by EDI or TAG respectively
- b = Total number of electronically submitted transmissions/LSRs received in the reporting period by EDI or TAG respectively

### Report Structure

- CLEC Aggregate
- CLEC Specific/Aggregator
- Geographic Scope  
Region

**Note:** The Order calls for Mechanized, Partially Mechanized, and Totally Mechanized, however, the Acknowledgement message is generated before the system recognizes whether this electronic transmission will be partially or fully mechanized.

### Data Retained

| Relating to CLEC Experience   | Relating to BellSouth Performance                                  |
|---|--|
| <ul style="list-style-type: none"> <li>• Report Month</li> <li>• Record of Functional Acknowledgements</li> </ul> | <ul style="list-style-type: none"> <li>• Not Applicable</li> </ul> |

### SQM Disaggregation - Analog/Benchmark

| SQM LEVEL of Disaggregation  | SQM Analog/Benchmark  |
|--|---|
| <ul style="list-style-type: none"> <li>• EDI</li> <li>• TAG</li> </ul> | <ul style="list-style-type: none"> <li>• Benchmark: 100%</li> </ul> |

## SEEM Measure

| SEEM Measure |          |   |
|--------------|----------|---|
| Yes          | Tier I   | X |
|              | Tier II  | X |
|              | Tier III |   |

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation  | SEEM Analog/Benchmark   |
|--|---|
| <ul style="list-style-type: none"> <li>• EDI</li> <li>• FAG</li> </ul> | <ul style="list-style-type: none"> <li>• Benchmark: 100%</li> </ul> |

## O-3: Percent Flow-Through Service Requests (Summary)

### Definition

The percentage of Local Service Requests (LSR) and LNP Local Service Requests (LNP LSRs) submitted electronically via the CLEC mechanized ordering process that flow through and reach a status for a FOC to be issued, without manual intervention.

### Exclusions

- Fatal Rejects
- Auto Clarification
- Manual Fallout
- CLEC System Fallout
- Scheduled OSS Maintenance

### Business Rules

The CLEC mechanized ordering process includes all LSRs, including supplements (subsequent versions) which are submitted through one of the three gateway interfaces (TAG, EDI and LENS), that flow through and reach a status for a FOC to be issued, without manual intervention. These LSRs can be divided into two classes of service: *Business and Residence, and two types of service: Resale, and Unbundled Network Elements (UNE)*. The CLEC mechanized ordering process does not include LSRs which are submitted manually (for example, fax and courier) or are not designed to flow through (for example, Manual Fallout.)

#### Definitions

**Fatal Rejects:** Errors that prevent an LSR, submitted electronically by the CLEC, from being processed further. When an LSR is submitted by a CLEC, LEO/LNP Gateway will perform edit checks to ensure the data received is correctly formatted and complete. For example, if the PON field contains an invalid character, LEO/LNP Gateway will reject the LSR and the CLEC will receive a Fatal Reject.

**Auto-Clarification:** Clarifications that occur due to invalid data within the LSR. LESOG/LAUTO will perform data validity checks to ensure the data within the LSR is correct and valid. For example, if the address on the LSR is not valid according to RSAG, or if the LNP is not available for the NPA NXXX requested, the CLEC will receive an Auto-Clarification.

**Manual Fallout:** Planned Fallout that occur by design. Certain LSRs are designed to fallout of the Mechanized Order Process due to their complexity. These LSRs are manually processed by the LCSC. When a CLEC submits an LSR, LESOG/LAUTO will determine if the LSR should be forwarded to LCSC for manual handling. Following are the categories for Manual Fallout:

- |   |  |
|---|--|
| 1. Complex*   | 1. Denials-restore and conversion, or disconnect and conversion orders   |
| 2. Special pricing plans  | 2. Class of service invalid in certain states with some types of service |
| 3. Some Partial migrations                                      | 3. Low volume such as activity type "T" (move)                           |
| 4. New telephone number not yet posted to BOCRIS                | 4. More than 25 business lines, or more than 15 loops                    |
| 5. Pending order review required                                | 5. Transfer of calls option for the CLEC end users                       |
| 6. CSR inaccuracies such as invalid or missing CSR data in CRIS | 6. Directory Listings (Intentions and Captions)                          |
| 7. Expedites (requested by the CLEC)                            |  |

\*See LSR Flow-Through Matrix following O-6 for a list of services, including complex services, and whether LSRs issued for the services are eligible to flow through.

**Total System Fallout:** Errors that require manual review by the LCSC to determine if the error is caused by the CLEC, or is due to BellSouth system functionality. If it is determined the error is caused by the CLEC, the LSR will be sent back to the CLEC for clarification. If it is determined the error is BellSouth caused, the LCSC representative will correct the error, and the LSR will

continue to be processed.

**Z Status:** LSRs that receive a supplemental LSR submission prior to final disposition of the original LSR.

## Calculation

$$\text{Percent Flow Through} = a \div [b - (c + d + e + f)] \times 100$$

- a = The total number of LSRs that flow through LESOG/LAUTO and reach a status for a FOC to be issued
- b = the number of LSRs passed from LEO/LNP Gateway to LESOG/LAUTO
- c = the number of LSRs that fall out for manual processing
- d = the number of LSRs that are returned to the CLEC for clarification
- e = the number of LSRs that contain errors made by CLECs
- f = the number of LSRs that receive a Z status

$$\text{Percent Achieved Flow Through} = a \div [b - (c + d + e)] \times 100$$

- a = the number of LSRs that flow through LESOG/LAUTO and reach a status for a FOC to be issued
- b = the number of LSRs passed from LEO/LNP Gateway to LESOG/LAUTO
- c = the number of LSRs that are returned to the CLEC for clarification
- d = the number of LSRs that contain errors made by CLECs
- e = the number of LSRs that receive Z status

## Report Structure

- CLEC Aggregate
- Region

## Data Retained

| Relating to CLEC Experience   | Relating to BellSouth Performance  |
|---|--|
| <ul style="list-style-type: none"> <li>• Report Month</li> <li>• Total Number of LSRs Received, by Interface, by CLEC <ul style="list-style-type: none"> <li>- TAG</li> <li>- EDI</li> <li>- LENS</li> </ul> </li> <li>• Total Number of Errors by Type, by CLEC <ul style="list-style-type: none"> <li>- Fatal Rejects</li> <li>- Auto Clarification</li> <li>- CLEC Caused System Fallout</li> </ul> </li> <li>• Total Number of Errors by Error Code</li> <li>• Total Fallout for Manual Processing</li> </ul> | <ul style="list-style-type: none"> <li>• Report Month</li> <li>• Total Number of Errors By Type <ul style="list-style-type: none"> <li>- Bellsouth System Error</li> </ul> </li> </ul> |

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark <sup>1</sup> |
|-----------------------------|-----------------------------------|
| • Residence                 | • Benchmark: 95%                  |
| • Business                  | • Benchmark: 90%                  |
| • UNE-P                     | • Benchmark: 89.5%                |
| • UNE-OTHER                 | • Benchmark: 85%                  |
| • LNP                       | • Benchmark: 85%                  |

<sup>1</sup> Benchmarks do not apply to the "Percent Achieved Flow Through."

## SEEM Measure

| SEEM Measure |          |   |
|--------------|----------|---|
| Yes          | Tier I   |   |
|              | Tier II  | X |
|              | Tier III |   |

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation    | SEEM Analog/Benchmark <sup>1</sup> |
|------------------------|------------------------------------|
| • Residence            | • Benchmark: 95%                   |
| • Business             | • Benchmark: 90%                   |
| • <del>UNE-P</del>     | • Benchmark: 89.5%                 |
| • <del>UNE-OTHER</del> | • Benchmark: 85%                   |
| • LNP                  | • Benchmark: 85%                   |

<sup>1</sup> Benchmarks do not apply to the "Percent Achieved Flow Through."

## O-4: Percent Flow-Through Service Requests (Detail)

### Definition

A detailed list, by CLEC, of the percentage of Local Service Requests (LSR) and LNP Local Service Requests (LNP LSRs) submitted electronically via the CLEC mechanized ordering process that flow through and reach a status for a FOC to be issued, without manual or human intervention.

### Exclusions

- Fatal Rejects
- Auto Clarification
- Manual Fallout
- CLEC System Fallout
- Scheduled OSS Maintenance

### Business Rules

The CLEC mechanized ordering process includes all LSRs, including supplements (subsequent versions) which are submitted through one of the three gateway interfaces (TAG, EDI, and LENS), that flow through and reach a status for a FOC to be issued, without manual intervention. These LSRs can be divided into two classes of service: Business and Residence, and three types of service: Resale, and Unbundled Network Elements (UNE). The CLEC mechanized ordering process does not include LSRs, which are submitted manually (for example, fax and courier) or are not designed to flow through (for example, Manual Fallout.)

#### Definitions

**Fatal Rejects:** Errors that prevent an LSR, submitted electronically by the CLEC, from being processed further. When an LSR is submitted by a CLEC, LEO/LNP Gateway will perform edit checks to ensure the data received is correctly formatted and complete. For example, if the PON field contains an invalid character, LEO/LNP Gateway will reject the LSR and the CLEC will receive a Fatal Reject.

**Auto-Clarification:** Clarifications that occur due to invalid data within the LSR. LESOG/LAUTO will perform data validity checks to ensure the data within the LSR is correct and valid. For example, if the address on the LSR is not valid according to RSAG, or if the LNP is not available for the NPA NXXX requested, the CLEC will receive an Auto-Clarification.

**Manual Fallout:** Planned Fallout that occur by design. Certain LSRs are designed to fallout of the Mechanized Order Process due to their complexity. These LSRs are manually processed by the LCSC. When a CLEC submits an LSR, LESOG/LAUTO will determine if the LSR should be forwarded to LCSC for manual handling. Following are the categories for Manual Fallout:

- |   |  |
|---|--|
| 1. Complex*   | 1. Denials-restore and conversion, or disconnect and conversion orders   |
| 2. Special pricing plans  | 2. Class of service invalid in certain states with some types of service |
| 3. Some Partial migrations                                      | 3. Low volume such as activity type "T" (move)                           |
| 4. New telephone number not yet posted to BOCRIS                | 4. More than 25 business lines, or more than 15 loops                    |
| 5. Pending order review required                                | 5. Transfer of calls option for the CLEC end users                       |
| 6. CSR inaccuracies such as invalid or missing CSR data in CRIS | 6. Directory Listings (Indentions and Captions)                          |
| 7. Expedites (requested by the CLEC)                            |  |

\*See LSR Flow-Through Matrix following O-6 for a list of services, including complex services, and whether LSRs issued for the services are eligible to flow through.

**Total System Fallout:** Errors that require manual review by the LCSC to determine if the error is caused by the CLEC, or is due to BellSouth system functionality. If it is determined the error is caused by the CLEC, the LSR will be sent back to the CLEC for



clarification. If it is determined the error is BellSouth caused, the LCSC representative will correct the error, and the LSR will continue to be processed.

**Z Status:** LSRs that receive a supplemental LSR submission prior to final disposition of the original LSR.

## Calculation

**Percent Flow Through** =  $a \div [b - (c + d + e + f)] \times 100$

- a = The total number of LSRs that flow through LESOG/LAUTO and reach a status for a FOC to be issued
- b = the number of LSRs passed from LEO/LNP Gateway to LESOG/LAUTO
- c = the number of LSRs that fall out for manual processing
- d = the number of LSRs that are returned to the CLEC for clarification
- e = the number of LSRs that contain errors made by CLECs
- f = the number of LSRs that receive a Z status.

**Percent Achieved Flow Through** =  $a \div [b - (c + d + e)] \times 100$

- a = the number of LSRs that flow through LESOG/LAUTO and reach a status for a FOC to be issued
- b = the number of LSRs passed from LEO/LNP Gateway to LESOG/LAUTO
- c = the number of LSRs that are returned to the CLEC for clarification
- d = the number of LSRs that contain errors made by CLECs
- e = the number of LSRs that receive Z status

## Report Structure

Provides the flow through percentage for each CLEC (by alias designation) submitting LSRs through the CLEC mechanized ordering process. The report provides the following:

- CLEC (by alias designation)
- Number of fatal rejects
- Mechanized interface used
- Total mechanized LSRs
- Total manual fallout
- Number of auto clarifications returned to CLEC
- Number of validated LSRs
- Number of BellSouth caused fallout
- Number of CLEC caused fallout
- Number of Service Orders Issued
- Base calculation
- CLEC error excluded calculation

## Data Retained

| Relating to CLEC Experience  | Relating to BellSouth Performance  |
|--|--|
| <ul style="list-style-type: none"> <li>• Report Month</li> <li>• Total Number of LSRs Received, by Interface, by CLEC <ul style="list-style-type: none"> <li>- TAG</li> <li>- EDI</li> <li>- LENS</li> </ul> </li> <li>• Total Number of Errors by Type, by CLEC <ul style="list-style-type: none"> <li>- Fatal Rejects</li> <li>- Auto Clarification</li> <li>- CLEC Errors</li> </ul> </li> <li>• Total Number of Errors by Error Code</li> <li>• Total Fallout for Manual Processing</li> </ul> | <ul style="list-style-type: none"> <li>• Report Month</li> <li>• Total Number of Errors by Type <ul style="list-style-type: none"> <li>- BellSouth System Error</li> </ul> </li> </ul> |

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark <sup>1</sup> |
|-----------------------------|-----------------------------------|
| • Residence                 | • Benchmark: 95%                  |
| • Business                  | • Benchmark: 90%                  |
| • UNI-P                     | • Benchmark: 895%                 |
| • UNI-OTHER                 | • Benchmark: 85%                  |
| • LNF                       | • Benchmark: 85%                  |

## SEEM Measure

| SEEM Measure |          |   |
|--------------|----------|---|
| Yes          | Tier I   | X |
|              | Tier II  |   |
|              | Tier III |   |

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark <sup>2</sup> |
|---------------------|------------------------------------|
| • Residence         | • Benchmark: 95%                   |
| • Business          | • Benchmark: 90%                   |
| • UNI-P             | • Benchmark: 895%                  |
| • UNI-OTHER         | • Benchmark: 85%                   |
| • LNF               | • Benchmark: 85%                   |

Benchmarks do not apply to the "Percent Achieved Flow Through."  
Benchmarks do not apply to the "Percent Achieved Flow Through."

## O-5: Flow-Through Error Analysis

### Definition

An analysis of each error type (by error code) that was experienced by the LSRs that did not flow through or reached a status for a FOC to be issued.

### Exclusions

Each Error Analysis is error code specific, therefore exclusions are not applicable.

### Business Rules

The CLEC mechanized ordering process includes all LSRs, including supplements (subsequent versions) which are submitted through one of the three gateway interfaces (TAG, EDI, and LENS), that flow through and reach a status for a FOC to be issued. The CLEC mechanized ordering process does not include LSRs which are submitted manually (for example, fax and courier).

### Calculation

Total for each error type.

### Report Structure

Provides an analysis of each error type (by error code). The report is in descending order by count of each error code and provides the following:

- Error Type (by error code)
- Count of each error type
- Percent of each error type
- Cumulative percent
- Error Description
- CLEC Caused Count of each error code
- Percent of aggregate by CLEC caused count
- Percent of CLEC caused count
- BellSouth Caused Count of each error code
- Percent of aggregate by BellSouth caused count
- Percent of BellSouth by BellSouth caused count

### Data Retained

| Relating to CLEC Experience  | Relating to BellSouth Performance  |
|--|--|
| <ul style="list-style-type: none"> <li>• Report Month</li> <li>• Total Number of LSRs Received</li> <li>• Total Number of Errors by Type (by error code)</li> <li>- CLEC Caused Error</li> </ul> | <ul style="list-style-type: none"> <li>• Report Month</li> <li>• Total Number of Errors by Type (by error code)</li> <li>- BellSouth System Error</li> </ul> |

### SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation  | SQM Analog/Benchmark   |
|--|--|
| <ul style="list-style-type: none"> <li>• Not Applicable</li> </ul> | <ul style="list-style-type: none"> <li>• Not Applicable</li> </ul> |

## SEEM Measure

| SEEM Measure |          |  |
|--------------|----------|--|
| No           | Tier I   |  |
|              | Tier II  |  |
|              | Tier III |  |

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---------------------|-----------------------|
| • Not Applicable    | • Not Applicable      |

## O-6: CLEC LSR Information

### Definition

A list with the flow through activity of LSRs by CC, PON and Ver. issued by each CLEC during the report period.

### Exclusions

- Fatal Rejects
- LSRs submitted manually

### Business Rules

The CLEC mechanized ordering process includes all LSRs, including supplements (subsequent versions) which are submitted through one of the three gateway interfaces (TAG, EDI, and LENS), that flow through and reach a status for a FOC to be issued. The CLEC mechanized ordering process does not include LSRs which are submitted manually (for example, fax and courier).

The current expanded version of this table is on the interconnection website -<Left Blank>. Any change in the flow through order category, from flow through to non-flow through shall require prior Commission approval.

### Calculation

Not Applicable

### Report Structure

Provides a list with the flow through activity of LSRs by CC, PON and Ver, issued by each CLEC during the report period with an explanation of the of the columns and content. This report is available on a CLEC specific basis. The report provides the following for each LSR

- CC
- PON
- Ver
- Timestamp
- Type
- Err #
- Note or Error Description

### Data Retained

| Relating to CLEC Experience  | Relating to BellSouth Performance                                  |
|--|--|
| <ul style="list-style-type: none"> <li>• Report Month</li> <li>• Record of LSRs Received by CC, PON and Ver</li> <li>• Record of Timestamp, Type, Err # and Note or Error Description for each LSR by CC, PON and Ver</li> </ul> | <ul style="list-style-type: none"> <li>• Not Applicable</li> </ul> |

### SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation  | SQM Analog/Benchmark   |
|--|--|
| <ul style="list-style-type: none"> <li>• Not Applicable</li> </ul> | <ul style="list-style-type: none"> <li>• Not Applicable</li> </ul> |

### SEEM Measure

| SEEM Measure |          |  |
|--------------|----------|--|
| No           | Tier I   |  |
|              | Tier II  |  |
|              | Tier III |  |

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---------------------|-----------------------|
| • Not Applicable    | • Not Applicable      |

### LSR Flow-Through Matrix

| Product                             | F/T <sup>3</sup> | Complex Service | Complex Order | Planned Fallout For Manual | EDI | TAG <sup>2</sup> | LENS <sup>4</sup> | Comments |
|-------------------------------------|------------------|-----------------|---------------|----------------------------|-----|------------------|-------------------|----------|
| 2 wire analog DID trunk port        | No               | UNE             | Yes           | NA                         | N   | N                | N                 |          |
| 2 wire analog port                  | Yes              | UNE             | No            | No                         | Y   | Y                | N                 |          |
| 2 wire ISDN digital line side port  | No               | UNE             | Yes           | NA                         | N   | N                | N                 |          |
| 2 wire ISDN digital loop            | Yes              | UNE             | Yes           | No                         | Y   | Y                | N                 |          |
| 3 Way Calling                       | Yes              | No              | No            | No                         | Y   | Y                | Y                 |          |
| 4 wire analog voice grade loop      | Yes              | UNE             | Yes           | No                         | Y   | Y                | N                 |          |
| 4 wire DS0 & PRI digital loop       | No               | UNE             | Yes           | NA                         | N   | N                | N                 |          |
| 4 wire DSL & PRI digital loop       | No               | UNE             | Yes           | NA                         | N   | N                | N                 |          |
| 4 wire ISDN DSL digital trunk ports | No               | UNE             | Yes           | NA                         | N   | N                | N                 |          |
| Accupulse                           | No               | Yes             | Yes           | NA                         | N   | N                | N                 |          |
| ADSL                                | Yes              | UNE             | No            | No                         | Y   | Y                | N                 |          |
| Area Plus                           | Yes              | No              | No            | No                         | Y   | Y                | Y                 |          |
| Basic Rate ISDN                     | No               | Yes             | Yes           | Yes                        | Y   | Y                | N                 |          |
| Call Block                          | Yes              | No              | No            | No                         | Y   | Y                | Y                 |          |
| Call Forwarding-Variable            | Yes              | No              | No            | No                         | Y   | Y                | Y                 |          |
| Call Return                         | Yes              | No              | No            | No                         | Y   | Y                | Y                 |          |
| Call Selector                       | Yes              | No              | No            | No                         | Y   | Y                | Y                 |          |
| Call Tracing                        | Yes              | No              | No            | No                         | Y   | Y                | Y                 |          |
| Call Waiting                        | Yes              | No              | No            | No                         | Y   | Y                | Y                 |          |
| Call Waiting Deluxe                 | Yes              | No              | No            | No                         | Y   | Y                | Y                 |          |
| Caller ID                           | Yes              | No              | No            | No                         | Y   | Y                | Y                 |          |
| CENTREX                             | No               | Yes             | Yes           | NA                         | N   | N                | N                 |          |
| DID WITH PBX ACT W                  | No               | Yes             | Yes           | Yes                        | Y   | N                | Y                 |          |
| DID ACT W                           | No               | Yes             | Yes           | Yes                        | Y   | N                | Y                 |          |
| Digital Data Transport              | No               | UNE             | Yes           | NA                         | N   | N                | N                 |          |
| Directory Listing Intentions        | No               | No              | No            | Yes                        | Y   | Y                | Y                 |          |
| Directory Listings Captions         | No               | No              | Yes           | Yes                        | Y   | Y                | Y                 |          |
| Directory Listings (simple)         | Yes              | No              | No            | No                         | Y   | Y                | Y                 |          |
| DS3                                 | No               | UNE             | Yes           | NA                         | N   | N                | N                 |          |
| DS1 Loop                            | Yes              | UNE             | Yes           | No                         | Y   | Y                | N                 |          |
| DS0 Loop                            | Yes              | UNE             | Yes           | No                         | Y   | Y                | N                 |          |
| Enhanced Caller ID                  | Yes              | No              | No            | No                         | Y   | Y                | Y                 |          |
| ESSX                                | No               | Yes             | Yes           | NA                         | N   | N                | N                 |          |
| Flat Rate/Business                  | Yes              | No              | No            | No                         | Y   | Y                | Y                 |          |
| Flat Rate/Residence                 | Yes              | No              | No            | No                         | Y   | Y                | Y                 |          |
| FLEXSERV                            | No               | Yes             | Yes           | NA                         | N   | N                | N                 |          |
| Frame Relay                         | No               | Yes             | Yes           | NA                         | N   | N                | N                 |          |
| FX                                  | No               | Yes             | Yes           | NA                         | N   | N                | N                 |          |
| Ga. Community Calling               | Yes              | No              | No            | No                         | Y   | Y                | Y                 |          |

| Product                                | F/T <sup>3</sup> | Complex Service  | Complex Order | Planned Fallout For Manual | EDI | TAG <sup>2</sup> | LENS <sup>4</sup> | Comments |
|--|------------------|------------------|---------------|----------------------------|-----|------------------|-------------------|----------|
| HDSL                                   | Yes              | UNE              | No            | No                         | Y   | Y                | N                 |          |
| Hunting M/H                            | No               | C/S <sup>1</sup> | C/S           | Yes                        | Y   | Y                | N                 |          |
| Hunting Series Completion              | Yes              | C/S              | C/S           | No                         | Y   | Y                | Y                 |          |
| INP to LNP Conversions                 | No               | UNE              | Yes           | Yes                        | Y   | Y                | N                 |          |
| LightGate                              | No               | Yes              | Yes           | NA                         | N   | N                | N                 |          |
| Line Sharing                           | Yes              | UNE              | No            | No                         | Y   | Y                | N                 |          |
| Local Number Portability               | Yes              | UNE              | Yes           | No                         | Y   | Y                | N                 |          |
| LNP with Complex Listing               | No               | UNE              | Yes           | Yes                        | Y   | Y                | N                 |          |
| LNP with Partial Migration             | No               | UNE              | Yes           | Yes                        | Y   | Y                | N                 |          |
| LNP with Complex Services              | No               | UNE              | Yes           | Yes                        | Y   | Y                | N                 |          |
| Loop+INP                               | Yes              | UNE              | No            | No                         | Y   | Y                | N                 |          |
| Loop+LNP                               | Yes              | UNE              | No            | No                         | Y   | Y                | N                 |          |
| Measured Rate/Bus.                     | Yes              | No               | No            | No                         | Y   | Y                | Y                 |          |
| Measured Rate/Res.                     | Yes              | No               | No            | No                         | Y   | Y                | Y                 |          |
| Megalink                               | No               | Yes              | Yes           | NA                         | N   | N                | N                 |          |
| Megalink T1                            | No               | Yes              | Yes           | NA                         | N   | N                | N                 |          |
| Memory Call                            | Yes              | No               | No            | No                         | Y   | Y                | Y                 |          |
| Memory Call Ans. Svc.                  | Yes              | No               | No            | No                         | Y   | Y                | Y                 |          |
| Multiserv                              | No               | Yes              | Yes           | NA                         | N   | N                | N                 |          |
| Native Mode LAN Interconnection (NMLI) | No               | Yes              | Yes           | NA                         | N   | N                | N                 |          |
| Off-Prem Stations                      | No               | Yes              | Yes           | NA                         | N   | N                | N                 |          |
| Optional Calling Plan                  | Yes              | No               | No            | No                         | Y   | Y                | Y                 |          |
| Package/Complete Choice and area plus  | Yes              | No               | No            | No                         | Y   | Y                | Y                 |          |
| Pathlink Primary Rate ISDN             | No               | Yes              | Yes           | NA                         | N   | N                | N                 |          |
| Pay Phone Provider                     | No               | No               | No            | NA                         | N   | N                | N                 |          |
| PBX Standalone ACT A.C. D              | No               | Yes              | Yes           | Yes                        | Y   | Y                | N                 |          |
| PBX Trunks                             | No               | Yes              | Yes           | Yes                        | Y   | Y                | N                 |          |
| Port/Loop Combo                        | Yes              | UNE              | No            | No                         | Y   | Y                | Y                 |          |
| Port/Loop PBX                          | No               | No               | No            | Yes                        | Y   | Y                | N                 |          |
| Preferred Call Forward                 | Yes              | No               | No            | No                         | Y   | Y                | Y                 |          |
| RCF Basic                              | Yes              | No               | No            | No                         | Y   | Y                | Y                 |          |
| Remote Access to CF                    | Yes              | No               | No            | No                         | Y   | Y                | Y                 |          |
| Repeat Dialing                         | Yes              | No               | No            | No                         | Y   | Y                | Y                 |          |
| Ringmaster                             | Yes              | No               | No            | No                         | Y   | Y                | Y                 |          |
| Smartpath                              | No               | Yes              | Yes           | NA                         | N   | N                | N                 |          |
| SmartRING                              | No               | Yes              | Yes           | NA                         | N   | N                | N                 |          |
| Speed Calling                          | Yes              | No               | No            | No                         | Y   | Y                | Y                 |          |
| Synchronous                            | No               | Yes              | Yes           | Yes                        | Y   | Y                | N                 |          |
| Tie Lines                              | No               | Yes              | Yes           | NA                         | N   | N                | N                 |          |
| Touchtone                              | Yes              | No               | No            | No                         | Y   | Y                | Y                 |          |
| Unbundled Loop-Analog 2W, SL1, SL2     | Yes              | UNE              | No            | No                         | Y   | Y                | Y                 |          |
| WATS                                   | No               | Yes              | Yes           | NA                         | N   | N                | N                 |          |
| XDSL                                   | Yes              | UNE              | No            | No                         | Y   | Y                | N                 |          |
| XDSL Extended LOOP                     | No               | UNE              | Yes           | NA                         | N   | N                | N                 |          |
| Collect Call Block                     | Yes              | No               | No            | No                         | Y   | Y                | Y                 |          |

| Product              | FT <sup>3</sup> | Complex Service | Complex Order | Planned Fallout For Manual EDI | TAG <sup>2</sup> | LENS <sup>4</sup> | Comments |
|----------------------|-----------------|-----------------|---------------|--------------------------------|------------------|-------------------|----------|
| 900 Call Block       | Yes             | No              | No            | No                             | Y                | Y                 | Y        |
| 3rd Party Call Block | Yes             | No              | No            | No                             | Y                | Y                 | Y        |
| Three Way Call Block | Yes             | No              | No            | No                             | Y                | Y                 | Y        |
| PIC/LPIC Change      | Yes             | No              | No            | No                             | Y                | Y                 | Y        |
| PIC/LPIC Freeze      | Yes             | No              | No            | No                             | Y                | Y                 | Y        |

**Note:** Planned Fallout for Manual Handling denotes those services that are electronically submitted and are not intended to flow through due to the complexity of the service.

**Note:** The TAG column includes those LSRs submitted via Robo TAG.

**Note:** For all services that indicate 'No' for flow-through, the following reasons, in addition to errors or complex services, also prompt manual handling: Expedites from CLECs, special pricing plans, denials restore and conversion or disconnect and conversion both required, partial migrations (although conversions-as-is flow through for issue 9), class of service invalid in certain states with some TOS e.g. government, or cannot be changed when changing main TN on C activity, low volume e.g. activity type T=move, pending order review required, more than 25 business lines. CSR inaccuracies such as invalid or missing CSR data in CRIS, Directory listings – Intentions, Directory listings – Captions, transfer of calls option for CLEC end user – new TN not yet posted to BOCRIS. Many are unique to the CLEC environment.

**Note:** Services with C/S in the Complex Service and/or the Complex Order columns can be either complex or simple.

**Note:** FFLs are manually ordered.



## O-7: Percent Rejected Service Requests

### Definition

Percent Rejected Service Request is the percent of total Service Requests (Local Service Requests (LSRs) or Access Service Requests (ASRs)) received which are rejected due to error or omission. ~~An LSR is considered valid when it is~~ Service requests are considered valid when they are submitted by the CLEC and passes edit checks to insure the data received is correctly formatted and complete.

### Exclusions

- Service Requests canceled by the CLEC prior to being rejected/clarified.
- Scheduled OSS Maintenance

### Business Rules

**Fully Mechanized:** An LSR is considered "rejected" when it is submitted electronically but does not pass LEO edit checks in the ordering systems (EDI, LENS, TAG, LEO, LESOG) and is returned to the CLEC without manual intervention. There are two types of "Rejects" in the Mechanized category:

A **Fatal Reject** occurs when a CLEC attempts to electronically submit an LSR but required fields are either not populated or incorrectly populated and the request is returned to the CLEC before it is considered a valid LSR.

*Fatal rejects are reported in a separate column, and for informational purposes ONLY. Fatal rejects are excluded from the calculation of the percent of total LSRs rejected or the total number of rejected LSRs*

An **Auto Clarification** occurs when a valid LSR is electronically submitted but rejected from LESOG because it does not pass further edit checks for order accuracy.

**Partially Mechanized:** A valid LSR, which is electronically submitted (via EDI, LENS, TAG) but cannot be processed electronically and "fails out" for manual handling. It is then put into "clarification" and sent back (rejected) to the CLEC.

**Total Mechanized:** Combination of Fully Mechanized and Partially Mechanized LSRs electronically submitted by the CLEC.

**Non-Mechanized:** LSRs which are faxed or mailed to the LCSC for processing and "clarified" (rejected) back to the CLEC by the BellSouth service representative.

**Interconnection Trunks:** Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the ~~Interconnection Purchasing Center (IPC)~~ Local Interconnection Service Center (LISC). Trunk data is reported separately.

### Calculation

**Percent Rejected Service Requests** =  $(a \div b) \times 100$

- a = Total Number of Rejected Service Requests in the Reporting Period
- b = Total Number of Service Requests Received in the Reporting Period

### Report Structure

- Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized
- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State
  - Region
- Product Specific Percent Rejected
- Total Percent Rejected

## Data Retained

| Relating to CLEC Experience  | Relating to BellSouth Performance                                |
|--|--|
| <ul style="list-style-type: none"> <li>Report Month</li> <li>Total Number of LSRs</li> <li>Total Number of Rejects</li> <li>State and Region</li> <li>Total Number of ASRs (Trunks)</li> </ul> | <ul style="list-style-type: none"> <li>Not Applicable</li> </ul> |

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation  | SQM Analog/Benchmark   |
|--|--|
| Mechanized, Partially Mechanized and Non-Mechanized <ul style="list-style-type: none"> <li>Resale - Residence</li> <li>Resale - Business</li> <li>Resale - Design (Special)</li> <li>Resale PBX</li> <li>Resale Centrex</li> <li>Resale ISDN</li> <li>LNP Standalone</li> <li>INP Standalone</li> <li>2W Analog Loop Design</li> <li>2W Analog Loop Non-Design</li> <li>2W Analog Loop With INP Design</li> <li>2W Analog Loop With INP Non-Design</li> <li>2W Analog Loop With LNP Design</li> <li>2W Analog Loop With LNP Non-Design</li> <li>UNE Loop + Port Combinations</li> <li>Switch Ports</li> <li>UNE Combination Other</li> <li>UNE xDSL (ADSL, HDSL, UCL)</li> <li>Line Sharing</li> <li>UNE ISDN Loop</li> <li>UNE Other Design</li> <li>UNE Other Non-Design</li> <li>Local Interoffice Transport</li> <li>Local Interconnection Trunks</li> </ul> | <ul style="list-style-type: none"> <li>Diagnostic</li> </ul> |

## SEEM Measure

| SEEM Measure |          |  |
|--------------|----------|--|
| No           | Tier I   |  |
|              | Tier II  |  |
|              | Tier III |  |

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation  | SEEM Analog/Benchmark  |
|--|--|
| <ul style="list-style-type: none"> <li>Not Applicable</li> </ul> | <ul style="list-style-type: none"> <li>Not Applicable</li> </ul> |